GET YOUR PRESCRIPTION THROUGH THE MAIL
You can contact us directly at our offices:

EnvisionMail
7835 Freedom Ave NW
North Canton, OH 44720

CALL TO SAVE POSTAGE AND TIME
Have your physician e-prescribe, call or fax your next 90-day prescription:

844-293-4761 Call Center
711 TTY
866-909-5171 Fax

EASY-TO-USE WEBSITE
Manage your prescriptions in a few simple steps.

• Go to envisionpharmacies.com.
• Click Register Now.
• Create your Member Profile.
• Once registered you can:
  - Select your shipping preferences
  - Add a credit card to your account
  - Change your personal information
  - Order and track refills in your account
  - View your order history.

The website also provides access to various health care forms and information. Log on today!

QUALITY AND SERVICE
EnvisionMail customer service representatives and licensed pharmacists are here for you 24 hours a day, 365 days a year. We are focused on patient satisfaction, clinical outcomes, quality of care, accuracy and patient safety.

EnvisionMail is committed to a high level of excellence which places us at the forefront of patient safety and disease state management. We are dedicated to helping members control medication costs and to helping patients attain a greater quality of life.

EnvisionMail is a fully accredited mail order pharmacy focused on one thing — patient care and service.
WHAT IS A MAIL ORDER PHARMACY?
EnvisionMail is a fully licensed pharmacy staffed with licensed pharmacists and certified pharmacy technicians. EnvisionMail offers convenient and affordable mail delivery of prescription medications directly to your home, office or location of your choice. There are no shipping and handling fees.

HOW CAN MAIL ORDER HELP ME COMPLY WITH MY DOCTOR’S PRESCRIPTIONS?
Our Adherence Program will ease the burden of marking your calendar when your next refill is due and eliminate extra trips to the pharmacy. Once you are enrolled, our program automatically refills your prescriptions and charges your account when 70% of your current order has been consumed. This way you will never run out of your medication. Controlled substance and refrigerated medication prescriptions are excluded.

HOW DO I START USING THE MAIL ORDER PRESCRIPTION DELIVERY PROGRAM?
To obtain your mail order prescriptions from EnvisionMail, you will need to set up an account before ordering. Options for creating an account:
• Register online at envisionpharmacies.com
• Complete an enrollment form available from EnvisionMail or your benefit administrator and return in the self-addressed envelope.

WHAT ARE MAINTENANCE MEDICATIONS?
Maintenance medications are used to treat long-lasting or chronic conditions and are taken for extended periods of time. They include medications for blood pressure, arthritis, heart conditions, birth control, cholesterol, asthma and others. EnvisionMail is a convenient, dependable and less expensive way to obtain your maintenance medications.

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CONTACT US
• Call us toll-free at 844-293-4761 or 711 TTY to use our Interactive Voice Response (IVR) system 24 hours a day, seven days a week (select option “1” to access the automated refill center). During normal business hours, you can speak to an EnvisionMail Customer Service Representative, and request to be enrolled in the automatic refill option.
• Email us at refill@envisionpharmacies.com (please include your member name and ID number).
• Go online to envisionpharmacies.com.
• Fax us at 866-909-5171.
• Write to us at our physical address:
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  North Canton, OH 44720